

TRADE NEWS

Dear Travel Partner;

Group Booking Policy

In its quest to streamline the business transactions and in order to avoid any whatsoever may disturb the business relationship, Etihad Airways would take the following as a governing body to control and protect the mutual interest of the both parties towards any group booking transactions.

Guests of 10 or More travelling on the same flight to the same destination are not allowed to be booked individually and considered as a Group and will be governed with the following policies.

Policies

A. Deposits & Ticketing Time limits:

The table below details the minimum deposit amount to be collected, the timeframe within which it should be collected and the ticketing time limits to be applied.

Booking days prior to departure	Deposit amount(min)	Deposit to be collected	Tickets to be issued or full payment collected
Above 90 days	10 %	Within 30 days of confirmation	21 days before departure
Between 41 and 90 days		Within 14 days of confirmation	21 days before departure
Between 31 and 40 days		Within 7 days of confirmation	21 days before departure
Between 21 and 30 days		Within 3 days of confirmation	Within 7 days of confirmation
Between 11 and 20 days		Within 3 days of confirmation	Within 5 days of confirmation
Between 4 and 10 days	N/A	Full payment within 2 days of confirmation	Within 2 days of confirmation
Between 3 and departure	N/A	Immediate full payment	Immediate

- Deposit amount: a minimum 10% of the total due (excluding taxes and surcharges) must be collected. For peak periods, special events and where a group takes a significant proportion of the aircraft capacity, Revenue Management may stipulate a higher deposit requirement and/or stricter ticketing time limits. This will be indicated at the time of seat confirmation.
- Requests for flights outside of system range: Revenue Management will consider requests for group space for flights that are greater than 12 months from the request date. In these cases a minimum 10% deposit (or higher if Revenue Management stipulate) should be collected immediately. Refund of this deposit can be initiated by either EY or the agent only if the EY schedule changes significantly between the point of confirmation and loading of the flights into the Reservations system.
- Transfer of deposits: deposits are non-transferable i.e. they cannot be used for part payment for another group.
- Refund of deposit: up to 20% of the original group is allowed to cancel free of charge up to the ticketing deadline. This is subject to the group size remaining at a minimum of 10. If

the group size falls below 10 then individual (market) fares will apply. Approval for refund should be authorized by the local finance manager with final approval from the Revenue Protection Manager.

- Method for collection of deposit

- A. Where deposit collection and ticketing is to be done by EY office

- After collecting the deposit from the client, the EY office will issue an MCO for the amount of the deposit collected.
 - Only one deposit payment should be collected. Provided the group size does not increase there is no requirement to collect any additional payments until the ticketing deadline.
 - Should the group size increase the appropriate deposit % should be collected for each of the additional group guests. The additional guests should be booked in a separate PNR to the main group and a separate MCO be issued for the additional guests.
 - At the ticketing deadline, the balance payment will be collected from the client and the deposit MCO will be refunded internally.
 - A new MCO for 100% will be issued against which the tickets will be issued.
 - Where guest names are not available the MCO should be issued in the name of the group. This name may be changed after MCO issuance. Please see the example below.

- B. Terms and Conditions

Group Size	10 or more guests. If the group reduces to less than 10 guests the booking will be treated as individual passengers and the group fare and rules will no longer apply. Individual (market) fares will apply.
Increase Group Size	Group size is allowed to be increased by 20% of the original group size
Decrease Group Size	Group size is allowed to be decreased by 20% of the original group size. The minimum group size is 10 guests, however if the cancellations are more than 20% of the original group size station must retain the deposit or ticket value in case reduction is after ticketing.
One-way groups	Permitted but due to lower network contribution of one-way journeys compared to round-trips, one-ways will be disadvantaged in the evaluation process where competing seat requests exist.
Open-dated returns	Not permitted.
Quotations	All quotations have an expiry date of 48 Hours from the time of quotation.
Wait listing	Not permitted. All approved groups must hold confirmed group seats.
Deposit Amount and Deadline	As per guidelines detailed in section 3A.
Booking churn	Agents & Sales offices are not permitted to cancel a booking and then request reinstatement in order to avoid deposit deadlines.
Cancellation / Refunds	20% of the original group size held is allowed to cancel. Before ticketing has taken place this is allowable FOC. After ticketing this is subject to an administration fee of USD10. In both cases a minimum group size of 10 must be maintained. Cancellations beyond 20% are subject to a penalty of the full value of the ticket. Refund approval should be authorized by the local finance manager with final approval from the

	<p>Revenue Protection Manager.</p> <p>Where published fares are used, the group rules override the rules of the published fare.</p>
Payment & Ticketing Deadline	<p>As per guidelines detailed in section 3A.</p> <p>Note: Full Payment allows ticketing at any stage</p> <p>Deposit and ticketing time limit would be assigned with a grace period.</p>
Deadline for submission of names	<p>Final names are required as per the ticketing deadline. Names submission may be after the ticketing deadline provided full payment has been collected.</p>
Group splits / Date changes	<p>The entire group must travel together on the same outbound flight. Up to 20% of the group size will be allowed to deviate from the main group on the outbound & inbound date/flight.</p> <p>For meetings and incentive groups, flexibility beyond the above should be requested at the time of seat request.</p>
Up-sell	<p>Inbound sector is allowed to be up-sold as per available RBD and at GDS difference of fare with up to 20% discount (as maximum).</p> <p>Push Upgrade process/rates can apply to groups if available</p>
Name Changes	<p>Before ticketing: name changes are allowed free of charge.</p> <p>After ticketing: a new ticket must be issued with the reference of old ticket number in FE field.</p> <p>The original ticket will be refunded less a charge of US\$100 per ticket.</p>
Change of destination	<p>Not permitted.</p>
STPC / Stopovers	<p>Groups are not eligible for STPC.</p> <p>Stopovers will be allowed at the group's own expense at USD50 each direction provided they are arranged prior to outbound travel. No processing will be done by EY.</p>
No-shows	<p>If a group guest(s) no-shows on the outbound journey, the entire onward and return journey will be cancelled.</p>
Transfer of seats to other agents	<p>Transfer of confirmed group seats from one agent to another is not permitted.</p> <p>Note: Stations to notify RM Groups Desk of the "ticketing agent" at time of sanction setup.</p>
Ticket on Departure (TOD)	<p>TOD is not permitted for group bookings.</p>
Child Fares	<p>Child discount is applicable for maximum 25% of the total group size.</p>
Group Free Tickets	<p>Description: where a group expects, for example, one free ticket for every 25 paid.</p> <p>Policy: In order to avoid cost and risk of offload, free tickets are not permitted. If it is necessary to offer free tickets then the fare should be increased by 4% in order that the one free ticket in 25 is paid for.</p>

Group Inspection Tickets	<p>Description: to enable tour operators to set up new (EY) destinations or to enable MICE organizers to make pre-trip inspections.</p> <p>Policy: one inspection per 50 in the group subject to a limit of 3 per destination per tour operator. It should not be possible to get the inspection ticket if the group doesn't travel.</p> <p>Either add the cost of the inspection to the deposit payment which is then put towards the final payment or if the inspection is to take place before deposit payment, fare should be paid by bank draft and encashed if the group does not travel.</p>
Requirements for ground product	Requirements for ground product (either in AUH or elsewhere) should be submitted to EY Holidays

C. Standard Groups Agreement

A standard group agreement should be signed by the agent for each group booking accepted.

